SunGard

SunGard selects Micro Focus® Service Manager to streamline ITSM.

SUNGARD®

Overview

SunGard is one of the world's leading software and technology services companies. The company has more than 20,000 employees and serves 25,000 customers in 70 countries. SunGard provides software and processing solutions for financial services, higher education and the public sector. With annual revenue of about $5 billion, SunGard is the largest privately held business software and IT services company. SunGard's financial systems account for and manage more than $25 trillion in investment assets and process more than five million trades a day.

Challenge

SunGard Institutional Asset Management is an application service provider (ASP). With global financial institutions relying on their services to be available 24x7, SunGard needed a solution that could support tracking incidents logged through to change management. Delivering on the needs of their customers called for proper management of planned changes and the ability to rapidly build out infrastructure components needed to run the application in accordance with the change requests. To improve overall global customer support, the company moved to streamline processes and phase out its aging IT Service Management (ITSM) solution that was built using Lotus Notes.

A modern, new ITSM solution that provided greater visibility across the service delivery lifecycle, that was easy to use, had self-service capabilities and that was extremely flexible would allow for SunGard to not only raise customer satisfaction, but reduce waste within the IT organization and also lower operating costs.

In early 2011, SunGard decided to replace its outdated ITSM systems and manual record keeping methods to populate its configuration management database (CMDB). It needed a comprehensive, yet flexible solution in place that would leapfrog its current practices and greatly ease configuration methods, provide a structured change management process and also offer a truly integrated CMDB.

SunGard wanted a new system that provided much better visibility to incident, problem and change management.

> **"We evaluated the Service Manager and it does exactly what we need it to do. It is extremely comprehensive and provides an interface that is both easy for us to use and also customize, when needed…"**
>
> **QUINN LANUS**
> Director of Technical Services and Operations
> SunGard

At a Glance

■ **Industry**
Software & Technology

■ **Location**
United States

■ **Challenge**
The organization wanted a new system that provided much better visibility to incident, problem and change management.

■ **Solution**
Use Service Manager to improve resolution time and boost service desk satisfaction and agent productivity by providing companies with a single point of contact to IT through a centralized request center.

■ **Results**
+ Provided a deep reporting capability
+ Offered an extremely comprehensive interface that is both easy for us to use and also customizable
+ Offered the possibility for a non-technical administrator to configure and modify the solution

Solution

Service Manager is a revolutionary new process-based ITSM solution that reduces the cost of IT services by letting customers start with ITIL v3-verified, packaged ITSM applications that can then be easily configured to match the way they actually deliver services. The solution improves resolution time by delivering complete visibility across integrated ITSM processes and boosts service desk satisfaction and agent productivity by providing companies with a single point of contact to IT through a centralized request center.

After a thorough search of leading ITSM solutions that included Software's Service Manager Solution, BMC Remedy and also Service-Now, Service Manager was selected for a myriad of reasons, including low overall price point, comprehensiveness and ease-of-use of the technology and reporting in a way that brought much greater visibility for project status to management over the previous ITSM system that had been in place. The flexibility to change processes as needed as well as flexibility of deployment, either via the cloud or on premise, were also key factors.

With Service Manager, SunGard will have better visibility into how many changes were successful at the time of deployment versus those that require re-deployment or need to be implemented again. It provides SunGard with the ability to introduce a more formal problem management process that seamlessly integrates with incident and problem management.

Results

SunGard had previously dedicated a technical group to managing the Lotus Notes implementation. "We have a fairly non-technical systems and application administration team. The feedback from the team that has been involved in configuring processes to match the way we deliver services has been that Service Manager is easy to use and it's in the realm of possibility for a non-technical administrator to configure and modify the solution," said Quinn Lanus, Director of Technical Services & Operations at SunGard. "Serena (now part of Micro Focus) Service Manager does exactly what we need it to do. It is extremely comprehensive and provides an interface that is both easy for us to use and also customize, when needed. The other products that we looked at were too rigid and didn't offer the level of flexibility we required. Price and deep reporting capabilities also played an important role in our decision to go with Serena (now part of Micro Focus)—the competition didn't come close," he added.

Currently, SunGard is wrapping up the CMDB build phase of the implementation process and is busy populating the various databases and tables within Service Manager. As the company has committed to embracing ITIL methodology, SunGard looks forward to leveraging the automation aspects of ITIL that Service Manager offers and adopting a more holistic approach to ITSM. SunGard's new Service Manager system went live in October of 2011.

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